

Richard T. Ellis Director – Federal Affairs 1300 I Street, NW Suite 400 West Washington, DC 20005 (202) 515-2534 (202) 336-7866 (fax)

February 14, 2002

Ex Parte

William Caton Acting Secretary Federal Communications Commission 445 12th Street, S.W. Washington, D.C. 20554

Re: Application by Verizon New England for Authorization To Provide In-Region,

InterLATA Services in Vermont, CC Docket No. 02-7

Dear Mr. Caton:

On February 13, 2002, R. Ellis, K Zacharia, M. Davis, J Canny, T. Maguire, S. Angstreich, J. Pachulski and J. Groves of Verizon met with D. Shiman, C. Newcomb, J. Veach and P. Megna of the Common Carrier Bureau to discuss loop provisioning and maintenance metrics related to the application noted above. A copy of the handouts discussed in the meeting is attached. The twenty-page limit does not apply as set forth in DA 02-111. Please let me know if you have any questions.

Sincerely,

Attachment

cc:

J. Veach

J. Stanley

G. Remondino

Richard Telli

C. Newcomb

D. Shiman

P. Megna

Carrier to Carrier
Performance Standards and Reports
Verizon Vermont November 2001

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES

	PROVISIONING - UNE POTS / SPECIAL SERVICES		
Metric #	POTS - Provisioning	Standard	Actual Performance Number of Observations V2 CLEC Apprepare V2 ARICLECS Standard Sampling Error 2-Score
PR-1-03-3112 PR-1-03-3140 PR-1-04-3112 PR-1-04-3140 PR-1-05-3112 PR-1-05-3140	PR-1 - Average Interval Offered Av. Interval Offered - Dispetch (1-5 Lines) - Loop Av. Interval Offered - Dispetch (1-5 Lines) - Platform Av. Interval Offered - Dispetch (6-9 Lines) - Loop Av. Interval Offered - Dispetch (6-9 Lines) - Platform Av. Interval Offered - Dispetch (≥-10 Lines) - Loop Av. Interval Offered - Dispetch (≥-10 Lines) - Platform	Parsy with Retain	3.87 6.00 1143 1 2.25 2.25 -0.95 3.57 NA 1143 2.25 2.25 -0.95 2.86 NA 7 1.07
PR-3-01-3140 PR-3-06-3113 PR-3-06-3140 PR-3-08-3111 PR-3-09-3113 PR-3-09-3140	PR-3 - Completed within X Days % Completed in 1 Day (1-5 Lines - No Dispatch) - Platform % Completed in 3 Days (1-5 Lines - Dispatch) - Loop New % Completed in 3 Days (1-5 Lines - Dispatch) - Platform % Completed in 5 Days (1-5 Lines - Dispatch) - Hot Cut Loop % Completed in 5 Days (1-5 Lines - Dispatch) - Loop New % Completed in 5 Days (1-5 Lines - Dispatch) - Platform	Party with Retail Party with Retail Party with Retail 95% Party with Retail Party with Retail	\$3.95
PR-4-02-3100 PR-4-03-3100 PR-4-04-3113 PR-4-04-3140 PR-4-05-3140	PR-4 - Missed Appointments Average Desig Days - Total 'Missed Appt - Custome' 'Missed Appt - Verizon - Dispatch - Loop New 'Missed Appt - Verizon - Dispatch - Dispatch - Missed Appt - Verizon - No Dispatch - Platform 'Missed Appt - Verizon - No Dispatch - Platform	Parity with Retail No Standard Parity with Retail Parity with Retail Parity with Retail	1.82 NA 215 14.32 1.29 0.00 10.26 10.20
PR-5-01-3112 PR-5-01-3140 PR-5-02-3112 PR-5-02-3140 PR-5-04-3112	PRS- Facility Missed Orders % Missed Appointment — Verizon – Facilities Loop % Missed Appointment — Verizon – Facilities - Platform % Orders Held for Facilities > 15 Days - Loop % Orders Held for Facilities > 15 Days - Platform % Orders Held for Facilities > 15 Days - Platform % Orders Cancelled (> 5 days) after Due Date - Due to Facilities - Loop	Pancy with Retail Pancy with Retail Pancy with Retail Pancy with Retail No Standard	4.99 0.00 1924 8 7.71 0.65 4.99 0.00 1924 1 21.78 0.23 1.92 0.00 1924 8 1.72 4.86 0.39 1.92 0.00 1924 1 3.73 0.14 2014 1.00 1.00 1.00 1.00 1.00 1.00 1.00 1
PR-6-01-3112 PR-6-01-3121 PR-6-02-3520 PR-6-03-3112 PR-6-03-3121	PRE - Installation Quality \$ installation Troubles reported within 30 Days - Loop \$ installation Troubles reported within 30 Days - Pientorm \$ installation Troubles reported within 7 Days - Pientorm \$ installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop \$ installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop \$ installation Troubles reported within 30 Days - FOK/TOK/CPE - Pientorm	Party with Finanto Found Troubles Party with Retail for Found Troubles • • 27th None: Analysis Only None: Analysis Only	1.95 1.11 14106 90 1.47 0.59 1.98 0.00 14106 30 2.55 0.76 4.86 0.00 34406 36 44406 36 1.86 2.22 14105 90 1.44 -0.24 1.86 0.00 14106 30 34406 2.48 0.76
PR-8-01-3100 PR-8-02-3100	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Parky with Retail Parky with Retail	0.01 0.00 15097 24 0.20 0.05 0.01 0.00 15097 24 0.20 0.05
PR-9-01-3520 PR-9-08-3520	PR-9- Hot Cuts Loops % On Time Performance – Hot Cut Average Duration of Service Interruption	95% Completed Within Window No Standard Established	100.00 NA 22
	POTS & Complex Aggregate		
PR-1-12-3133	PR-1 - Average Interval Offered Av. Interval Offered - Disconnects: Proceedings of the Process	Parky with Retail	3.69 1.14 5802 7 10.79 4.08 0.62
	2-Wire Digital Services		1
PR-1-01-3341 PR-1-02-3341	PR-1 - Average Interval Offered Av. Interval Offered – Total No Dispatch Av. Interval Offered – Total Dispatch	Parity with Retail Parity with Retail	2.11 NA 26 1.59
PR-4-02-3341 PR-4-03-3341 PR-4-04-3341 PR-4-05-3341 PR-4-08-3341	PR-4 - Missed Appointments Average Desp Days - Total Average Desp Days - Total Missed Appointment - Customer Missed Appointment - Verizon - Dispetch Missed Appointment - Verizon - No Dispetch Missed Appl - Customer - Lete Order Conf.	Parity with Retail No Standard Parity with Retail Parity with Retail No Standard	NA NA 2679 NA 2879 NA 277 NA 27 NA 2
PR-5-01-3341 PR-5-02-3341 PR-5-04-3341	PR-5 - Facility Missed Ordera % Missed Appointment - Verzon Facilities % Orders Held for Facilities > 15 Days % Orders Held for Facilities > 15 Days % Orders Cancellad (+ 5 days) ener Due Date - Due to Facilities	Perky with Recail Perky with Retail No Standard	0.00 NA 28 0.00 NA 25 25 25 25 NA 100 25 NA 10
PR-6-01-3341 PR-6-03-3341	PR-6 - Installation Quality % Indiali, Troubles Reported within 30 Days % Instali, Troubles Reported within 30 Days - FOK/TOK/CPE	Party with Retail POTS Desp None: Analysis Only	3.51 NA 2492 0.59 NA 340
PR-8-01-3341 PR-8-02-3341	PR-8 - Open Orders In a Hold Status Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Parity with Retail Parity with Retail	0.00 NA 56 0.00 NA 56
	2-Wire xDSL Loops		
PR-1-01-3342 PR-1-02-3342	PR-1 - Average Interval Offered Av. Interval Offered – Total No Dispatch Av. Interval Offered – Total Dispatch	(No Standard See Published Interval)	NA 600 10 10
PR-3-10-3342 PR-3-11-3342	PR-J - Completed within X Days % Completed in 5 Days (1-5 Lines - Total) % Completed in 9 Days (1-5 Lines - Total)	95% 95%	100.00 100.00 38
PR-4-02-3342 PR-4-03-3342 PR-4-04-3342 PR-4-08-3342 PR-4-14-3342	P.R.4. Missed Appointments Average Delay Deys - Total 2. Missed Appointment - Customer 2. Missed Appointment - Verizon - Dispetch 3. Missed Appointment - Verizon - Dispetch 3. Missed Appointment - Verizon - Dispetch 3. Missed Appl Customer - Late Order Conf. 3. Completed On Time (with Sariel Number)	Parity with Retail Specials (DSO) No Standard «e0%. No Standard 95%	NA NA 0.85 0.00 38 38 38 38 38 38
PR-5-01-3342 PR-5-02-3342 PR-5-04-3342	PR-5 - Facility Missed Orders % Missed Appointment - Verzon Facilities % Orders Hield for Facilities > 15 Days % Orders Cancelled (> 5 days) efter Due Date - Due to Facilities	Parity with VADI Parity with VADI No Standard	4.55 0.00 38 0.81 0.00 0.00 39 0.00
PR-6-01-3342 PR-6-03-3342	PR-6 - Installation Quality % Install, Troubles Reported within 30 Days % Install, Troubles Reported within 30 Days - F OKTOKICPE	Parity with Retail POTS Disp None: Analysis Only	3.51 2.63 2482 38 3.01 0.29 1.86 2.63 14108 38 38 2.25 -0.30
PR-8-01-3342 PR-8-02-3342	PR-8 - Open Orders in a Hold Status Open Oroers in a Hold Status > 30 Days Open Oroers in a Hold Status > 90 Days consinued	Parity with Retail Parity with Retail	0.00 0.00 10 38 3.52 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5

Carrier to Carrier Performance Standards and Reports Verizon Vermont November 2001

CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES

Matric #	2-Wire xDSL Line Sharing] Standard	Actual Performança Vz CLEC Aggregate	Number of Observations Vz All CLECs	Standard Deviation	Sampling Error	2-Score
PR-1-01-3343 PR-1-02-3343	PR-1 - Average Interval Offered Av. Interval Offered - Total No Dispatch Av. Interval Offered - Total Dispatch	Panty with VADI Panty with VADI	3.00 NA 3.00 NA		- April 19	<i>X-10</i>	
PR-3-03-3343 PR-3-03-3343	FR-3 - Completed within X Days % Completed in 3 Days (1-5 Lines - No Dispatch) % Completed in 3 Days (1-5 Lines - No Dispatch)	Panty with VADI 95% within 3 business days	99 45 NA			-	
PR-4-02-3343 PR-4-03-3343 PR-4-04-3343 PR-4-05-3343	PR4 - Missed Appointments Average Distip Days - Total % Missed Appointment - Customer % Missed Appointment - Customer % Missed Appointment - Verizon - Dispatch % Missed Appointment - Verizon - No Dispatch	Perity with VAD: No Standard Perity with VADI Perity with VADI	3.00 NA 0.86 NA 0.00 NA 0.31 NA	30			(1331-2416)
PR-5-01-3343 PR-5-02-3343	PR-5 - Facility Missed Orders % Missed Appointment - Verizon Facilities % Orders Held for Facilities > 15 Days	Parky with VADI Parky with VADI	4,55 NA 0.00 NA			7.78	
PR-6-01-3343 PR-6-03-3343	PR-6 - Installation Quality % Install Troubles Reported within 30 Days % Install Troubles Reported within 30 Days - FOKTOKICPE	Parity with VADI None: Analysis Only	0.29 NA 2.56 NA	12700	es de vière		
PR-8-01-3343 PR-8-02-3343	PR-8 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Parity with VADI Parity with VADI	0.00 NA 3		XXX 2538		
	2-Wire xDSL Line Splitting PR-1 - Average Interval Offered						
PR-1-01-3345 PR-1-02-3345	Av. Interval Offered – Total No Depatch Av. Interval Offered – Total Dispatch	Panty with VADI Panty with VADI	3.00 NA 3.00 NA	7/4		1462	
PR-3-03-3345 PR-3-03-3345	PR-3 - Completed within X Days % Completed in 3 Days (1-5 Lines - No Dispatch) % Completed in 3 Days (1-5 Lines - No Dispatch)	Panty with VADI 95% within 3 business days	99 49 NA 8		A. 31. 19 (6. Kg		
PR-4-02-3345 PR-4-03-3345 PR-4-04-3345 PR-4-05-3345	PR-4 - Missed Appointments Average Depla Opts - Total % Missed Appointment - Customer % Missed Appointment - Verticon - Dispatch % Missed Appointment - Verticon - No Dispatch	Party with VADI No Standard Party with VADI Party with VADI	3.00 NA 0.86 NA 0.00 NA 0.31 NA	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	T.		
PR-5-01-3345 PR-5-02-3345	PR-5 - Facility Missed Orders % Missed Appointment - Verzon Facilities % Orders Held for Facilities > 15 Days	Parity with VADI Parity with VADI	4,55 NA 2 0.00 NA 96		See 19		
PR-6-01-3345 PR-6-03-3345	PR-6 - Installation Quality % Install. Troubles Reported within 30 Days % Install. Troubles Reported within 30 Days - FOK/TOK/CPE	Parity with VADI None: Analysis Only	0.29 NA 2.58 NA	3428	3.535/ASS	Marie:	
PR-8-01-3345 PR-8-02-3345	PR-8 - Open Orders In a Hold Status Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Panty with VADI Panty with VADI	0.00 NA S	3.845	TO STA	(\$ (1,0); 2 !	
	Special Services - Provisioning						
PR-1-06-3200 PR-1-07-3200 PR-1-08-3200 PR-1-09-3511 PR-1-09-3512 PR-1-09-3530 PR-1-12-3200	PR-1 - Average Interval Offered Av. Interval Offered – DS0 Av. Interval Offered – DS1 Av. Interval Offered – DS3 Av. Interval Offered – DS3 Av. Interval Offered – Total - EEL – Backbone Av. Interval Offered – Total - EEL – Loop Av. Interval Offered – Total - IOF Av. Interval Offered – Total - IOF Av. Interval Offered – Disconnects	Parry with Retail Parry with Retail Parry with Retail EEL Legend EEL Legend 100 Legend Parry with Retail	28.16 NA 17.45 16.50 NA NA 15.33 NA 15.33 NA 53.47 2.00	11 49 2 3 249 1	40.43 5.57 59.63	4.02	0.24 0.86
PR-4-01-3510 PR-4-01-3530 PR-4-01-3210 PR-4-01-3211 PR-4-01-3213 PR-4-02-3210 PR-4-02-3530 PR-4-02-3530 PR-4-03-3200 PR-4-03-3500 PR-4-03-3200 PR-4-08-3200	PR-4 - Missed Appointments % Missed Appointment - Verizon - Total - EEL % Missed Appointment - Verizon - Total - IOF % Missed Appointment - Verizon - DS0 % Missed Appointment - Verizon - DS1 % Missed Appointment - Verizon - DS1 % Missed Appointment - Verizon - DS0 % Missed Appointment - Verizon - Special Other Average Delay Days - Total Average Delay Days - Total - EEL Average Delay Days - Total - IOF % Missed Appointment - Customer **EEL**	Pairty with Retail Party with Retail No Standard No Standard No Standard	30.00 25.00 NA NA 0.00 0.00 0.00 0.00 NA NA NA 0.00 NA 0.00 NA 0.00 NA 0.00 NA NA NA 0.00 NA NA NA NA 0.00 NA NA NA NA 0.00 NA NA NA NA NA 0.00 NA	10 4 10 1 10 2 20 20 3 3 3 1	102.50 102.50	27.11 35.50 118.36	0.85
PR-5-01-3200 PR-5-02-3200 PR-5-04-3200	PR-5 - Facility Missed Orders % Missed Appointment - Verizon - Facilities % Orders ted by Facilities - 15 Days % Orders Cancelled (> 5 days) after Due Date - Due to Facilities	Parity with Retail Parity with Retail No Standard	0.00 0.00 0.00 0.00	36 7 36 7 7		- I	
PR-6-01-3200 PR-6-03-3200	PR-6 - Installation Quality % Installation Troubles reported within 30 Days % Installation Troubles reported within 30 Days % Inst. Troubles reported with 30 Days - FOK/TOK/CPE	Parity with Retail for Found Troubles None: Analysis Only	2.09 28.57 0.52 0.00	191 7 191 7	32	5.51 2.78	-4.80 0.19
PR-8-01-3200 PR-8-01-3510 PR-8-01-3530 PR-8-02-3200 PR-8-02-3510 PR-8-02-3530	P.R.4 - Open Orders in a Hold Status Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 30 Days - EEL Open Orders in a Hold Status > 30 Days - IOF Open Orders in a Hold Status > 90 Days Open Orders in a Hold Status > 90 Days - IOF Open Orders in a Hold Status > 90 Days - IOF Open Orders in a Hold Status > 90 Days - IOF Legend Notations defined on Legend sheet - last page	Parity with Ratali Parity with Retail Specials (DS1) Parity with Retail Specials (DS3) Parity with Retail Parity with Retail Specials (DS1) Parity with Retail Specials (DS3)	2.50 0.00 10.00 0.00 NA NA 0.00 0.00 0.00 0.00 NA NA	40 3 10 4 40 3 10 4		9.35	0.27

		Y'
PR-2		l •
1 1119 3	Average Interval Completed	Products –ALL
F R - Z	i Average interval i dinibleten	l Pronneis — All
1 2 2 2 2	1 13 Telage inter tal completed	A T O G G C C G T G G G G G G G G G G G G G G

Changed Proposed:

Eliminate all PR-2 sub-metrics.

Rationale:

There is no standard for these average measures. Performance on offered interval is covered by PR-1. Performance on meeting those intervals is covered by PR-3 % Completed Within Specified Days and PR-4 % Missed Appointments.

(Note: Verizon agrees to provide data on averages or distribution of performance as requested on a periodic basis by the CWG in a special report should the group desire to investigate performance standards. Verizon will retain raw data for a minimum of 12 months should any studies be required. All requests to Verizon will be made in advance to enable sufficient time to prepare special reports to be used for discussion purposes.)

PR-3-02	% Completed in 2 days (1-5 lines) No Disp	Products: Resale POTS, UNE
PR-3-03	% Completed in 3 days (1-5 lines) No Disp	P, UNE Other (Switch INP)
PR-3-04	% Completed in 1 Day (1-5 lines) Dispatch	
PR-3-05	% Completed in 2 Days (1-5 lines) Dispatch	
PR-3-07	% Completed in 4 Days (1-5 lines) Total	
PR-3-08	% Completed in 5 Days (1-5 lines) No Disp	
PR-3-10	% Completed in 6 Days (1-5 lines) Total	

Changed Proposed:

Eliminate.

Rationale:

Not required for listed products. Note that PR-3-03 % Completed in 3 Days No Dispatch is retained for DSL Line Sharing and Line Splitting and PR-3-10 % Completed in 6 Days Total is retained for DSL Loops.

nn 2 00	0/ Consultated in 5 Decre (1.5 No. of No. Direct Decoder and The Cont. Con.
PR-3-08	% Completed in 5 Days (1-5 lines) No Disp Products: Hot Cut Loop

Changed Proposed:

Add measure for Hot Cut Loops.

Rationale:

Required to measure performance in meeting standard interval.

PR-3-06	% Completed in 3 Days (1-5 lines) Dispatch	Products: UNE Loop - New
PR-3-09	% Completed in 5 Days (1-5 lines) Dispatch	

Changed Proposed:

Add measures for New Loops

Rationale:

Required to measure performance in meeting standard interval.

Carrier to Carrier Performance Standards and Reports Verizon Vermont October 2001

CLEC Aggregate Performance
PROVISIONING - UNE POTS / SPECIAL SERVICES

	POTS - Provisioning ***********************************	7	Actual Per	formance	Number of O	bservations			
Metric #		Standard		CLEC Appregate	Vz	AR CLEC	Standard Deviation	Sampling Error	I-Scon
PR-1-01-3111	PR-1 - Average Interval Offered Av.:Interval Offered - Total No Oispaich - Hot Cur Loop	_							
PR-1-01-3122	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	1-9#5, 10+#Negotisted Party with Retail	0.75	5.00 NA	1106	3	1.31	SERVEY CANA	Contraction of the
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform	Farky with Retail	0.75	0.22	1106	9	1.31	0.44	1,21
PR-1-03-3112 PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Loop Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Party with Retail	2.73	NA NA	230		2.16		
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parky with Retail Parky with Retail	2.73 4.63	3.00 NA	230	1	2.16 4.26	2.16	-0.12
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Unes) - Platform	Panty with Retail	4.83	NA NA	6		4.26		
PR-1-05-3112 PR-1-05-3140	Av. Interval Offerad - Dispatch (>= 10 Lines) - Loop Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with Retail Parity with Retail	5.00	NA NA					
		3 Persy with Retail	5.00	NA I	1		L		
PR-2-01-3111	PR-2 - Average Completed Interval Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1-9×5, 10+=Negotisted	Commercial and a second		Carlo Constant Constant Constant				
PR-2-01-3122	Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	Panty with Retail	0.65	5.00 (1047	- 3	1.03	CA DIACTU	(10 C 10 C
PR-2-01-3140 PR-2-03-3112	Av. Completed Interval - Total No Dispetch - Platform Av. Completed Interval - Dispetch (1-5 Lines) - Loop	Parity with Retail	0.65	0.22	1047	. 9	1.03	0.34	1.25
PR-2-03-3140	Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with Retail Parity with Retail	2.82	NA 3.00	214 214		2.71	2,72	
PR-2-04-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Loop	Parky with Retail	3.20	NA NA	5		1.64	2.72	-0.07
PR-2-04-3140 PR-2-05-3112	Av. Completed Interval - Dispatch (6-9 Lines) - Platform Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	Parky with Retail Parky with Retail	3.20 5.00	NA NA	5 1		1,64		
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Panry with Retail	5.00	NA NA					
	PR-3 - Completed within X Days - Platform & Other (Switch & INP)						····	·	
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch) and the latest and	Parky with Retail	84.75	85.71	9910	7	SUSCESSION OF THE PARTY	13.59	0.07
PR-3-02-3142 PR-3-03-3142		Parity with Retail Parity with Retail	92.23	100.00	9910	7		10.12	0.77
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	Parky with Retail	94.99	100.00	9910 1155	7		8.25 27.09	0.61 -0.29
PR-3-05-3142 PR-3-06-3142	% Completed in 2 Days (1-5 Lines - Dispetch)	Parky with Retail	36.71	0.00	1155			48.22	-0.76
PR-3-06-3142 PR-3-07-3142	% Completed in 3 Days. (1-5 Lines - Dispetch) % Completed in 4 Days. (1-5 Lines - Total)	Parity with Retail Parity with Retail	53.07 93.63	100.00	1155	8	100	49.93	0.94
PR-3-08-3142		Party with Retail	97.78	100.00	11065 99 1 0	7		8.64 5.57	0.74
PR-3-09-3142 PR-3-10-3142	% Completed in 5 Days (1-5 Lines - No Dispatch) % Completed in 5 Days (1-5 Lines - Dispatch) % Completed in 6 Days (1-5 Lines - Total)	Pancy with Retali	€2.86	100.00	1155	1		37,70	0.45
1100100142		Parky with Retail	97.74	100.00	11065	В	Arm. Disease	5.26	0.43
PR-4-02-3100	PR-4 - Missed Appointments Average Delay Days - Total	Parity with Retail	30.69	NA T	144		****		
PR-4-03-3100	% Missed Appl - Customer	None: Analysis Only	148		AN - 05 5/1 645 AN	KON KATAKAN	20.69	ACCUPATION OF	140 CO 150 CO 15
PR-4-04-3113 PR-4-04-3140	1% Missed Appt - Venzon - Dispatch - Loop New	Party with Retail	6.41	NA	2153				
PR-4-04-3520	% Missed Appt. – Verizon – Dispatch - Pratform % Missed Appt. – Verizon – Dispatch - Not Cut Loop % Missed Appt. – Verizon - No Dispatch - Not Cut Loop	Panty with Retail Panty with Retail	6 41 6 41	0.00	2153 2153	4		12.26 24,50	0.52
PR-4-05-3111		Parky with Retail	0.04	0.00	15209	3		1.15	0.26
PR-4-05-3121 PR-4-05-3140	% Missed Appl Vertzon - No Dispatch - Other % Missed Appl Vertzon - No Dispatch - Platform	Parky with Retail . Parky with Retail	0.04	NA 0.00	15209				
PR-4-08-3111	% Missed Appt Customer - Due to Late Order Conf Hol Cut Loop	None: Analysis Only	GALCONESCO	0.00	15209	29	100	0.37	0.11
PR-4-08-3121 PR-4-08-3140	Missed Appl Customer - Due to Late Order Confirmation - Other Missed Appl Customer - Due to Late Order Confirmation- Platform	None: Analysis Only		NA NA	91				
711-00-2140		None: Analysis Only	(900) (CARCELLO)	0.00		33	SAME SERVER		100000000000000000000000000000000000000
PR-5-01-3112	PR-5 - Facility Missed Orders % Missed Appointment - Verizon - Facilities Loop	B							
PR-5-01-3140	1% Missed Appointment – Venzon – Facilities - Platform	Parry with Retail Parky with Retail	3.90	0.00	2153 2153			9.69	0.40
PR-5-02-3112 PR-5-02-3140	% Orders Held for Facilities > 15 Days - Loop	Parky with Retail	1.07	NA	2153				
PR-5-03-3112	% Orders Held for Facilities > 15 Days - Platform % Orders Held for Facilities > 60 Days - Loop	Parity with Retail Parity with Retail	0.33	0.00 NA	2153 2153	- 4	Sept.	5.15	0.21
PR-5-03-3140	% Orders Held for Facilities > 60 Days - Platform	Panky with Retail	0.33	0.00	2153	_4		2.87	0.11
	PR-6 - Installation Quality								
PR-6-01-3100 PR-6-01-3121	% Installation Troubles reported within 30 Days - Loop % Installation Troubles reported within 30 Days - Ptatform	Party in/vanzon Resalt for Found Troubles	2,31	0.00	17113	56	A 44 (144)	2.01	1.15
PR-6-02-3520	% Installation Troubles reported within 7 Days - Hot Cut Loop	Party to Nonzon Reset for Found Troubles < = 2%	2.31	0.00 0.00	17113	48 18		2.17	1,06
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	Party w/venzor Retail for Found Troubles	1.41	0.00	17113	56		1.58	0.89
PR-6-02-3121 PR-6-03-3112	% Installation Troubles reported within 7 Days - Platform % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	Party withenzor Retail for Found Troubles None: Analysis Only	1,47 2,19	0.00	17113	48		1.70	0.83
PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Platform	None: Analysis Only	2.19	0.00 0.00	17113	56 48		1.96 2.11	1.12
	PR-8 - Open Orders in a Hold Status								
PR-8-01-3100 PR-8-02-3100	Open Orders in a Hold Status > 30 Days Open Orders in a Hold Status > 90 Days	Party with Relait	0.01	0.00	17362	33	20000	0.17	0.06
F 14-02-5 100		Parky with Resail	0.01	0.00	17362	33	Transport.	0.17	0.06
PR-9-01-3520	PR-9- Hot Cuts W On Time Performance - Hot Cut	95% Completed Within Window	Market Carrier - 2	100.00				-	
PR-9-08-3520	Average Duration of Service Interruption	No Standard Established	130000	100.00 NA			And the	MARKET SE	20 K 20 M 20
PR-9-09-3520	% Supplemented or Cancelled Orders at VZ Request	No Standard Established	S. 10 - 17 - 17 - 17 - 17 - 17 - 17 - 17 -	UD 🕄	250 S # 20		TO SERVE		
	POTS & Complex Aggregate								
	PR-1 - Average Interval Offered								
PR-1-12-3133	Av. Interval Offered - Disconnects	Penty with Retail	3.40	1.89	6777	18	7.31	1.73	88.0
PR-2-18-3133	PR-2 - Average Completed Interval Av. Completed Interval - Disconnects	Party with Retail	222	1.	5006	- 7:			
	continued	Party Win Recei	2.72	1.64	5925	14	6.01	1.61	0.67

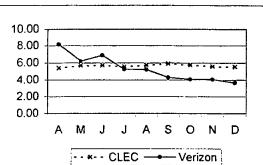
2-Wire Digital Services

PR-1 - Average Interval Offered

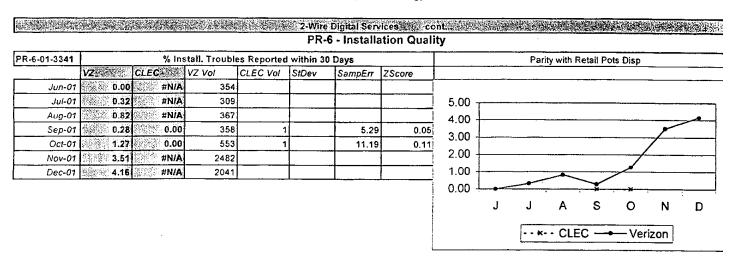
PR-1-01-3341	Ī	Αv	. Interval Off	ered – Total	No Dispat	ch					Pa	arity w	ith Re	tail			
	VZ 4 × .	CLE C	VZ Vol	CLEC Vol	StDev	SampErr	ZScore										
Apr-01	3.13	A Control of Comment of Control		6	4.98	2.07	-1.15										
May-01	1.77	5.29	256	17	5.55	1,39	-2.53	8.00 -									
Jun-01	2.41	5.60	236	15	3.64	0.97	-3.29	6.00									
Jul-01	1.81	5.86	196	14	2.50	0.69	-5.86	6.00 -	× -	· * ·	. ×		- 44 -	- × ,			
Aug-01	2.21	5.79	255	24	3.26	0.70	-5.14	4.00 -						-	×-		
Sep-01	1.78	5.72	315	64	1.85	0.25	-15.53	2.00	•		_		_				
Oct-01	1.87	4.00	359	4	1.66	0.83	-2.55	2.00 -				-		_			
Nov-01	1.69	#N/A	259		1.72			0.00 -				·		,			
Dec-01	1.89	#N/A	337		1.66				Α	М	.1	J	Α	S	0	N	Đ

R-1-02-3341	Av. Interval Offered – Total Dispatch													
	VZ**::	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore							
Apr-01	8.16	5.40	117	10	6.36	2.10	1.32							
May-01	6.21	5.67	86	43	6.42	1.20	0.45							
Jun-01	6.86	5.69	91	51	5.65	0.99	1.18							
Jul-01	5.24	5.57	93	37	4.73	0.92	-0.36							
Aug-01	5.20	5.71	105	31	3.75	0.77	-0.67							
Sep-01	4.28	5.91	229	126	1:40	0.16	-10.50							
Oct-01	4.07	5.76	210	153	1.52	0.16	-10.46							
Nov-01	4.06	5.59	199	79	1.53	0.20	-7.52							
Dec-01	3.67	5.54	249	65	1.75	0,24	-7.67							

•



Parity with Retail



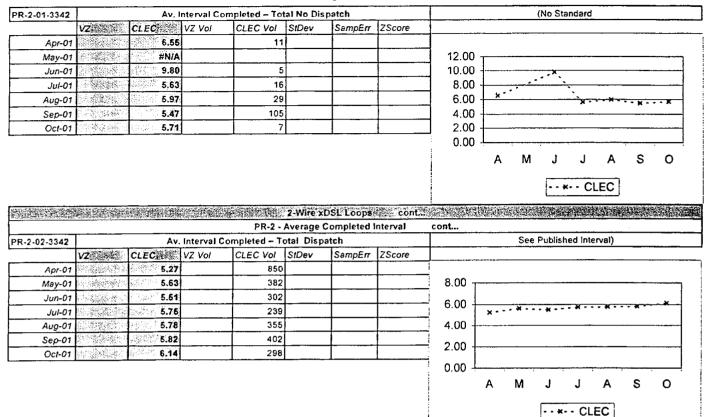
2-Wire Digital Services conta PR-6 - Installation Quality PR-6-01-3341 % Install. Troubles Reported within 30 Days Parity with Retail Pots Disp VZ CLEC VZ Vol CLEC Vol StDev SampErr ZScore 1.93 8.38 Apr-01 2072 394 0.76 -8.52 14.61 May-01 1.67 2400 349 0.73 -17.65 30.00 1.40 7.21 Jun-01 2433 333 0.69 -8.47 25.00 Jul-01 0.80 13.00 2239 223 0.63 -19.46 20.00 9.31 Aug-01 1.03 2616 204 0.73 -11.27 15.00 15.27 Sep-01 1.94 2211 203 1.01 -13.16 10.00 14.19 Oct-01 1.41 2122 148 1.00 -12.73 5.00 6.21 26.58 Nov-01 30747 79 2.72 -7.49 0.00 -Dec-01 6.05 11.54 28850 78 2.70 -2.03 Α S 0 Ν D -- *-- CLEC --- Verizon

PR-2 - Average Completed Interval

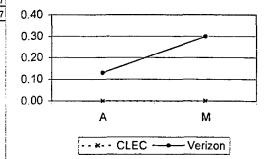
R-2-01-33 42				ompleted - To	tal No Dis	patch		(No Standard
	VZ	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore	
Jun-01		#N/A						
	28.38 (S)	#N/A						
Aug-01	VIII (#N/A						
Sep-01		* #N/A						
Oct-01	West of the second	#N/A						

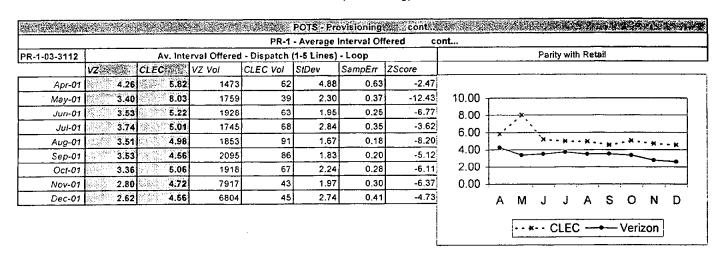
PR-2-02-3342		Av.	. Interval Co	ompleted – To	otal Disp	atch		1		See Publ	lished Interv	al)	
	VZ 🔆	CLE C	VZ Vol	CLEC Vol	StDev	SampErr	ZScore						
Jun-01		6.00		8									
Jul-01	(10.00)	6.00		19				Î 10.00 _T					
Aug-01		6.00		7			1	8.00					
Sep-01	\$8.00 mm	6.00		8				6.00					. · · ×
Oct-01	199942.21	7.67		3		1		i 1	×				
								4.00 2.00 0.00					
								į	J	J	Α	S	0
									•	[· ×- · CLE		Ü

PR-2 - Average Completed Interval



R-4-05-3342	1	% Miss	ed Appoint	ment – Veriz	on - <u>No</u> l	Dispatch			Parity with VADI	
	VZ:\\	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	2Score .			
Apr-01	0.13	0.00	9462	109		0.35	0.37			
May-01	0.30	0.00	7281	75		0.63	0.47	0.40 -		 -





Special Services - Provisioning PR-1 - Average Interval Offered PR-1-01-3200 Av. Interval Offered - Total No Dispatch Parity with Retail VZ 🖟 💮 CLEC VZ Vol CLEC Vol StDev SampErr | ZScore 11.10 22.92 178 24 6.98 1.52 -7.79 Apr-01 14.69 25.18 190 22 11.26 2.54 -4.14 50.00 May-01 Jun-01 15.23 29.29 268 21 9.27 2.10 -6.69 40.00 11.36 45.66 117 44 9.03 1.60 -21.48 Jul-01 30.00 31.64 98 36 8.27 1.61 -11.89 Aug-01 12.48 20.00 43.50 169 42 15.51 2.67 -10.46 Sep-01 15.53 10.00 16.00 31.50 137 48 13.69 2.30 -6.75 Oct-01 0.00 Α М S O -- *-- CLEC Verizon Parity with Retail Av. Interval Offered - Total Dispatch PR-1-02-3200 CLEC VZ Vol CLEC Vol StDev VZ 💢 SampErr | ZScore Apr-01 12.80 17.60 636 82 7.16 0.84 -5.71 17.40 518 124 11.21 -3.26 30.00 May-01 13.75 1.12 25.00 500 118 24.81 11,11 1,14 -8.38 Jun-01 15.28 361 50 17.00 25.00 2.25 -3.55 20.00 14.93 Jul-01 x - - - x 436 89 24.11 15.94 1.85 -4.28 15.00 Aug-01 16.17 520 86 15.90 23.41 12.31 1.43 -5.24 10.00 Sep-01 19.28 630 95 13.34 1.47 -2.36 Oct-01 15.82 5.00 0.00 Α М Α S O -- *- - CLEC Verizon Av. Interval Offered - DS0 Parity with Retail PR-1-06-3200 VZ CLEC VZ VOI CLEC Vol SampErr | ZScore 11.65 #N/A 75 7.23 Apr-01 May-01 10.80 #N/A 81 3.66 15.00 #N/A 76 3.37 Jun-01 10.75 #N/A 49 2.56 10.00 9.63 Jul-01 #N/A 254 5.92 Aug-01 10.75 Sep-01 12.3€ 7.00 335 8.11 8.12 0.66 5.00 13.24 7.18 399 9.57 2.92 2.07 Oct-01 16 1.38 9.63 6.88 374 7.81 1.99 0.00 Nov-01 11.43 #N/A 158 6.28 Dec-01 S 0 Ν D --*-- CLEC - Verizon Special Services - Provisioning cont... PR-1 - Average Interval Offered cont... PR-1-07-3200 Av. Interval Offered - DS1 Parity with Retail VZ - Kir CLEC VZ VOI CLEC Vol SIDev SampErr ZScore 404 100 7.45 0.83 -5.91 Apr-01 13.85 18.77 May-01 15.93 18.80 389 134 12.96 1,30 -2.21 40.00 Jun-01 17.88 27.06 375 122 11.78 1.23 -7.48 30.00 -5.88 21.94 34.72 227 93 17.64 2.17 Jul-01 20.95 26.35 243 124 19,72 2,18 -2.48 20.00 Aug-01 Sep-01 20.74 29.29 296 82 16.31 2.04 -4.20 10.00 18,83 20.12 314 82 15.73 1.95 -0.66 Oct-01 19.09 26.41 281 80 14.68 1.86 -3.93 0.00 Nov-01

2,54

0.22

- Verizon

SOND

-- *-- CLEC -

21,78

Dec-01

21.22

216

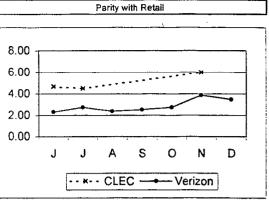
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17.83

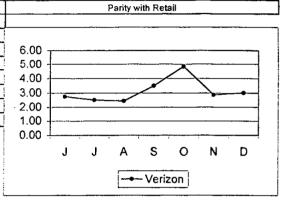
PR-1-08-3200				rval Offered	- DS3		1		Parity with Retail
ν	/Z->	CLEC*,"	VZ Vol	CLEC Vol	StDev	SampErr	2Score		
Apr-01	16.26	19.33	19	6	8.11	3.80	-0.81	-3-3-2-1-1-1	
May-01	21.89	16.08	19	12	17.65	6.51	0.89	120.00	
Jun-01	18.55	14.18	22	17	13.47	4.35	1.00	100.00	x
Jul-01	15.14	30.00	14	1	7.77	8.04	-1.85	80.00	<u> </u>
Aug-01	16.38	17.00	8	1	11.24	11.92	-0.05	60.00	<u> </u>
Sep-01	25.75	99.00	8	1	21.69	23.01	-3.18	40.00	<u> </u>
Oct-01	25.30	#N/A	23		24.56			20.00	
Nov-01	38.33	#N/A	9		51.61			0.00	
Dec-01	17.88	#N/A	8		9.51				AMJJASOND

Vermont

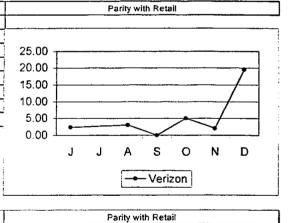
PR-1-03-3112		Av. Inte	rval Offered	- Dispatch I	(1-5 Lines)	- Loop	
	vz 🖈 👯	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Jun-01	2.32	4.67	181	3	2.62	1.53	-1.54
Jul-01	2.73	4.50	188	2	1.15	0.82	-2.17
Aug-01	2.37	#N/A	262		0.75		i
	2.53		230		1.29		
Oct-01	2.73	#N/A	230		2.16		
Nov-01	3.87	6.00	1143	1	2.25	2.25	-0.95
Dec-01	3.47	#N/A	1075		2.23		



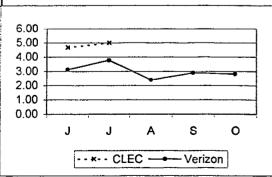
PR-1-04-3112	•	Av. Inte	rval Offered	- Dispatch	(6-9 Lines)	-Loop	
	VZ#A	CLEC -	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Jun-01	2.75	≨⊈ #N/A	4		0.96		
Jul-01	2.50	#N/A	6		1.38		
Aug-01	2.44	#N/A	9		1.24		<u> </u>
Sep-01	3.50	#N/A	4		1.29		L
Oct-01	4.83	#N/A	6		4.26		
Nov-01	2.86	#NIA	7		1.07		
Dec-01	3.00	#N/A	4		1,41		

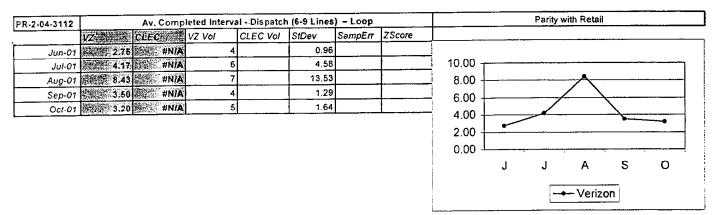


PR-1-05-3112	1	Av, inter	val Offered	Dispatch (>= 10 Lines) - Loop	
	VZ. je ik	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore
Jun-01	2.33	#N/A	3		0.58		
	#N/A						
Aug-01	3.00	#N/A	1		0.00		
Sep-01	0.00	#N/A	1		0.00		[
Oct-01	5.00	#N/A	1		0.00		
Nov-01	2.00	₩ #NIA	1		0.00		
Dec-01	19.50	#N/A	2		4.95		



PR-2-03-3112		Av. Comp	leted Interv	al - Dispatch	(1-5 Lines) – Loop	
	VZ	CLEC.	VZ Vol	CLEC Vol	StDev	SampErr	2Score -
Jun-01	3.12	4.67	169	3	5.13	2.99	-0.52
Jul-01	3,78	6.00°	167	1	6.19	6.21	-0.20
Aug-01	2.40	#N/A	238		1.27		
Sep-01	2.90	#NIA	204		2.33		
Oct-01	2.82	#NIA	214		2.71		





PR-2-05-3112		Av. Compl	eted Interva	I - Dispatch	(>= 10 Line	es) – Loop				Parity	with Reta	1	
	VZ:	CLEC.	VZ Vol	CLEC Vol	StDev	SampErr	ZScore						
Jun-01	2 full 2.67	M. #N/A	3	3	0.58		<u> </u>	_					
Jul-01	#N/A	* #NIA		1		ļ	ļ <u>.</u>	6.00 T					
Aug-01	Arr. 3.00	#N/A	1		0.00			5.00					_
Sep-01	### #N/A	96 #N/A		<u> </u>				4.00					
Oct-01	5.00	#NIA	1	<u> </u>	0.00		<u> </u>	3.00 +	•			~	_
								2.00					
								1.00		•			
								0.00 +					
									J	J	Α	S	0
											— Veriz	on	

R-3-06-3113	ľ <u>-</u>	% Complete	d in 3 Days	(1-5 Lines -	Dispatch	ı) - Loop Nev	N .		Parity wit	h Retail
	VZ III Suz	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore			
Nov-01	44.62	0.00	1031	1		49.73	-0.90			
Dec-01	54.84	₽₩ #N/A	972		[<u> </u>			60.00 T		
							İ	50.00	•	
								40.00		
							;	30.00		
								20.00		
								10.00		
							; :	0.00	N	Ď
							:			
									* CLEC	C Verizon

-3-09-3113		% Coi	nplete	d in 5 Days	(1-5 Lines -	Dispate	h) - Loop Ne	w		Parity wi	th Retail
	VZ)			VZ Vol		StDev	SampErr				
Nov-01	77.3	1. X.	0.00	1031	1		41.91	-1,	84		
Dec-01	84.98		#N/A	972				<u> </u>	100.00 7		
									80.00		
									60.00		
									40.00		
									i I		
									20.00		
									0.00 +	×	7
										N	D
										* CLE	C — Verizon

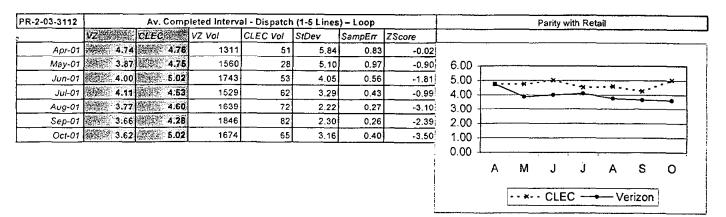
-08-3111	% (Completed in	5 Days (1-5 Lines - No	Dispate	h) - Hot Cut	Loop		95.00%	
	VZ V	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore			
Nov-01	ing (C.C.	Sein UD						1		
Dec-01	444 W.	100.00		6				120.00		
					-			100.00		×
								80.00		
								60.00		
								40.00		•
								20.00		
								0.00		
									N	D
									[CLEC

Massachusetts

PR-1-03-3112		Av. Inte	rval Offered	l - Dispatch	(1-5 Lines)	- Loop					Par	ity wit	h Ret	ail			
	VZ	CLEC ***	VZ Vol	CLEC Vol	StDev	SampErr	ZScore										
Apr-01	4.26	5.82	1473	62	4.88	0.63	-2.47										
May-01	3.40	8.03	1759	39	2.30	0.37	-12.43	10.00 -	т								
Jun-01	3.53	5.22	1928	63	1.95	0.25	-6.77	8.00		×							
	3.74			68	2.84	0.35	-3.62	6.00 -	L .	<i>.</i> ``							
	₹2.51			91	1.67	0.18	-8.20		^		`x -	- * -	- × .	• * •	_ × -	- # -	· *
Sep-01	3.53	4.56	2095	86	1.83	0.20	-5.12	4.00 -	-	<u></u>				•	—		
	3.36			67	2.24	0.28	-6.11	2.00 -	-								<u> </u>
Nov-01	2.80	4.72	7917	43	1.97	0.30	-6.37	0.00 -	<u> </u>	,			,				
Dec-01	2.62	4.56	6804	45	2.74	0.41	-4.73		Α	М	.i	.I	Α	S	0	N	D

R-1-04-3112	}		rval Offered	- Dispatch	(6-9 Lines)	-Loop					Par	ity wi	th Ref	ail			
	VZ Light	CLEC A	VZ Vol	CLEC Vol	StDev	SampE rr	ZScore										
Apr-01	8.82	9.41	57	27	10.62	2.48	-0.24										
May-01	6.69	9.67	35	9	10.14	3.79	-0.79	12.00 -									
	4.52			7	3.37	1.37	-3.58	10.00	× -	- N -	- *						
Jul-01	4.63	6.29	49	7	7.04	2.84	-0.58	8.00 -	-	_		·	- K			. *	
Aug-01	· 4.62	7.44	37	9	4.07	1.51	-1,86	6.00 -	 	_	_	_ж:		- 94			<u>*</u> ×
Sep-01	4.68	7.00	62	4	6.03	3.11	-0.75	4.00 -			<u> </u>		•	•		-	_
Oct-01	\$/₩# 4.45	7.83	56	6	5.88	2.53	-1.34	2.00 -	 								
Nov-01	3.62	<i>\$0</i> ≥ 8.25	45	4	3.47	1.81	-2.56	0.00 -	L	·			,				
Dec-01	3.44	6.56	62	9	3.02	1.08	-2.90		Α	М	J	J	Α	s	0	N	D

Z i. (144)	ALC: TOTAL STREET						
374000000000000000000000000000000000000	CLE CONTROL	VZ Vol	CLEC Vol	StDev	Samp Err	ZScore	
16.07	10.33	99	6	8.67	3.65	1.57	
		50	10	8.46	2.93	-0.08	20.00
₩ , 6.86	11.29	29	7	8.55	3.60	-1.23	15.00
			6	9.68	4.35	-0.56	
4.96	7.00	28	9	3,93	1.51	-1.35	10.00
			2	4.30	3.14	-0.36	5,00
4.88	8.33	26	. 3	5.12	3,12	-1.11	5,00
		16	6	3.60	1.72	-1.44	0.00
4.00	6.33	21	6	4.04	1.87	-1.25	AMJJASOND
							× CLEC — Verizon
	9.86 6.86 6.75 4.96 3.87 4.88 5.19	9.86 10.10 6.86 2 11.29 6.76 9.17 4.96 7.00 3.87 5.00 4.88 8.33 5.19 7.67	9.86 10:10 50 6.86 11:29 29 6.75 9:17 28 4.96 7:00 28 3.87 5.00 31 4.88 8.33 26 5.19 7.67 16	9.86 10.10 50 10 6.86 11.29 29 7 6.76 9.17 28 6 4.96 7.00 28 9 3.87 5.00 31 2 4.88 8.33 26 3 5.19 7.67 16 6	9.86 10.10 50 10 8.46 6.86 11.29 29 7 8.55 6.76 9.17 28 6 9.68 4.96 7.00 28 9 3.93 3.87 5.00 31 2 4.30 4.88 8.33 26 3 5.12 5.19 7.67 16 6 3.60	9.86 10.10 50 10 8.46 2.93 6.86 11.29 29 7 8.55 3.60 6.76 9.17 28 6 9.68 4.35 4.96 7.00 28 9 3.93 1.51 3.87 5.00 31 2 4.30 3.14 4.88 8.33 26 3 5.12 3.12 5.19 7.67 16 6 3.60 1.72	9.86 10.10 50 10 8.46 2.93 -0.08 6.86 11.29 29 7 8.55 3.60 -1.23 6.76 9.17 28 6 9.68 4.35 -0.56 4.96 7.00 28 9 3.93 1.51 -1.35 3.87 5.00 31 2 4.30 3.14 -0.36 4.88 8.33 26 3 5.12 3.12 -1.11 5.19 7.67 16 6 3.60 1.72 -1.44



Parity with Retail			- Loop	(6-9 Lines	I - Dispatch	leted Interva	Av. Compl		R-2-04-3112
		ZScore	SampErr	StDev	CLEC Vol	VZ Vol	CLEC:	VZ)	
		0.14	2.99	11.58	24		10.42		Apr-01
	15.00 -	0.01	13.77	22.67	3		9.00		
,×		-4.94	1.64	3.43	5	34	12.80	4.68	Jun-01
	10.00 -	0.15	3.97	7.61	4	44	4.75	5.36	Jul-01
```		-1.31	1.36	2.76	5	23	<b>迎共,6.00</b>	4.22	Aug-01
	5.00 -		ü	5.69		49	#N/A	4.65	Sep-01
		-1.82	1,84	3.52	4	44	7.50	4.16	Oct-01
<del></del>	0.00 -	i							
AMJJASO		1							
						•			
* CLEC Verizon									
7		į							

R-2-05-3112	J		eted Interva	l - Dispatch	(>= 10 Line	s) – Loop				Pari	ity with	Retail		
	ν <b>z</b> ⊹⊹∵. '	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	ZScore							
Apr-01	### 14.04	10.80	53	5	9.23	4.32	0.75							
May-01	11.36	10.22	44	9	9.19	3,36	0.34	15.00						
Jun-01	6.43	10.00	21	3	9.47	5.85	-0.61							
Jul-01	4.19	10.25	21	4	3.14	1.71	-3.54	10.00 -	×	M/	N	ж		×
Aug-01	4.33	8.20	24	5	2.84	1.40	-2.77			/		`` <b>`</b> ``		·*
Sep-01	3.50	4.50	22	2	3.89	2.87	-0.35	5.00 -			<u> </u>			
Oct-01	± 5.33	10.00	18	2	5.64	4.20	-1.11						-	
				-				0.00 -	ļ					
							ļ		Α	M	.1	J A	s	0
							1		,,	171		• 7	Ü	O
										* C	LEC	\	/erizon	7
							į						CHEUIT	ف

PR-3-06-3113	·	% Complet	ed in 3 Days	(1-5 Lines -	Dispatch	) - Loop Nev	N		Parity with F	Retail
	VZ 📜			CLEC Vol	StDev	SampErr	ZScore			
	3 70.24			27		8.82	-4.61			
Dec-01	277.70	35.4	5820	31		7.50	-5.63	100.00 _T		
							į	80.00		
							į	60.00	•	
								40.00		
								20.00	ж	*
								0.00 1		
							İ		N	ט
									CLEC	Vorinon
										— Verizon

. .

1-3-09-3113	<u> </u>	% Complete	d in 5 Days	(1-5 Lines -	Dispatch	) - Loop Ne	w		Parity with	n Retail	
		CLEC		CLEC Vol	StDev	SampErr	ZScore				
	95.77			27		3.88	-2.73				
Dec-01	96.72	90.32	5820	31		3.21	-2.00	100.00			
						•		95.00	· · · · · · · · · · · · · · · · · · ·		
								90.00		X	
								85.00	×		
								80.00			1
							į	i	<del>-</del> -		
								75.00 📙			
									N	D	
									0.5		_
									* CLE(	C —— Verizo	חו

R-3-08-3111	% Cor	mpleted in	5 Days (1	-5 Lines – No	Dispatcl	i) - Hot Cut	Loop		95.00%	
	VZ 😂 🖭 CI	LEC:	VZ Vol	CLEC Vol	StDev	SampErr	ZScore			
Nov-01	Section 5	Ø≱ ∪D							· · · · · · · · · · · · · · · · · · ·	
Dec-01	14 To 2 Co 1	98.84		345				120.00		
								100.00 80.00 60.00 40.00 20.00		
								0.00	N	D

PR-1-03-3140	l	A۱	/. interv	val Offered -	Dispatch (1	-5 Lines) -	Platform					Parity v	with Ret	ail		
	VZ**	CLE	C∰*	VZ Vol	CLEC Vol	StDev	SampErr	ZScore								
Jun-01	2.32		4.00	181	1	2.62	2.63	-0.64	<u> </u>							
Jul-01	2.73		2.00	188	1	1.15	1.15	0.63	5.00 T							
Aug-01	2.37	網票	#N/A	262		0.75			4.00	x						
Sep-01	2.53	303°	#N/A	230		1.29									/	~
Oct-01	2.73	1, 28	3.00	230	1	2,16	2.16	-0.12	3.00		_					
Nov-01	3.87		#N/A	1143		2.25			2.00 +		<del></del>					
Dec-01	3.47	E P	#N/A	1075		2.23			1.00 +			<del></del>				···
									0.00 1			<del></del>	,			
								į.		J	J	Α	s	0	N	D
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										Γ.	*-	- CLE	<u> </u>	— V	rizon	٦
								!		Ĺ	•	OLL		- 76	5112011	J

PR-1-03-3140		Av. Interv	al Offered -	Dispatch (1	-5 Lines) -	Platform					Pa	rity wi	th Ref	tail			
	VZ.	CLEC	VZ Vol	CLEC Vol	StDev	SampErr	2Score .										
Apr-01	×<` 4.26	4.59	1473	39	4.88	0.79	-0.42										
May-01	3.40	3.91	1759	67	2.30	0,29	-1.78	5.00	,								
Jun-01	3.53	3.99	1928	70	1.95	0,24	-1.94	4.00			~ <del></del>	<u></u> .		<u>. * .</u>	<u>- *</u>		
Jul-01	3.74	4.27	1745	63	2,84	0.36	-1.46	3.00		<u> </u>	_		-	-		` <u>.</u>	_ <b>-×</b>
Aug-01	3.51	3.96	1853	82	1.67	0.19	-2.39									-	•
Sep-01	3.53	4.36	2095	99	1.83	0.19	-4.41	2.00	<u> </u>								
Oct-01	3.36	4.07	1918	111	2.24	0.22	-3.25	1.00	<del> </del>								
Nov-01	2.80	3.05	7917	152	1.97	0.16	-1.55	0.00	<u> </u>				,		<del></del>		<del></del>
Dec-01	2.62	3.36	6804	132	2.74	0.24	-3.07		Α	М	J	J.	Α	s	0	N	D
	<u> </u>	I		·		J											U
							1			3	٠ (	CLE	2 —	•—	Veriz	on	

# State of Vermont Carrier-to-Carrier Guidelines Performance Standards and Reports

Verizon Reports

May 18, 2001 December 21 January 11, 20012

#### Formed on

# PR-2 Average-Interval-CompletedMetrics not in use in Verizon North

### Definition:

The PR-2 sub-metrics measure the average interval completed. The Average Interval completed for POTS and Specials is the average number of business days between order application date and actual work-completion date. The application date is the date that a valid service request is received. **Note:** Orders received after 5:00PM are counted as received the next business day.

Coordinated Cut-over (Hot Cut) Loop orders are considered complete according to definition documented in the PR-9-Hot Cut-metric section of this document.

DSL_Loops_are-considered-complete-according-to-definition-documented-in-the-PR-4-metric-section-of this-document.

Average Interval Completed Trunks: The Average Interval Completed for Trunks is the amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and the date the order is completed and the customer is notified. Measures service orders completed between the measured dates.

#### Note:

(1) Sub-metrics reported according to line-size groupings are based on the total lines in the orders.

### Exclusions:

- ? VZ Test Orders
- 2-Orders-where-customers-request a DD that is beyond the standard-available-appointment interval. (X Appointment Code).
- ? Verizon Administrative orders
- 2 Orders with invalid intervals (e.g. Negative Intervals or intervals over 200 business days indicative of typographical error).
- ? Additional Segments on orders (parts of a whole order are included in the whole).
- ? Orders that are not complete. (Orders are included in the month they are completed).
- 2 Suspend for non-payment and associated restore orders.
- 2 Orders completed late due to any end-user or CLEC caused delay.
- ? Trunks orders where the customer desired due dates are > 18 days.
- 2 Disconnects are excluded from all sub-metrics-except-sub-metric PR-2-18 which measures disconnects

For 2Wire Digital, 2Wire xDSL Loop, and 2Wire xDSL Line Sharing;

? Orders requiring manual loop qualification

Note: 2-wire xDSL orders that require manual loop qualification have an R-populated in the Required field of the LR (indicating that a manual loop qualification is required).

? Orders missed for facility reasons.

#### Performance Standard:

Parity with VZ Retail.

except for:

-2Wire xDSL Loops: No Standard.

2Wire xDSL Line Sharing: Parity with VADI

The published interval for one (1) to five (5) xDSL loops is six (6) business days (pre-qualified).

Refer to the Verizon web-site documented in Appendix L for intervals on specific products and services.

### Report Dimensions

Company:
?-VZ Retail
?-CLEC-Aggregate
?-CLEC-Specific

Geography:

? POTS and Complex: Vermont ? Specials & Trunks: Vermont

## Funedones activities

# PR-3 Completed within Specified Number of Days (1-5 Lines)

#### Definition

This metric measures the percent of POTS orders with five (5) or fewer lines completed in specified number (by metric) of business days, between application and work completion dates. The application date is the date (day zero (0)) that a valid service request is received. **Note:** Orders received after 5:00PM are counted as received the next business day.

#### Exclusions...".

- VZ Test Orders.
- · Disconnect Orders.
- Orders where customers request a DD beyond the standard available appointment interval. (X
  Appointment Code).
- Verizon Administrative orders.
- Orders with invalid intervals (e.g. Negative Intervals or intervals over 200 business days indicative of typographical error).
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are not complete. (Orders are included in the month that they are complete).
- Suspend for non-payment and associated restore orders.
- Orders completed late due to any end-user or CLEC caused delay.
- Coordinated cut-over Unbundled Network Elements such as loops or number portability orders.
- For sub-metrics PR-3-03 and PR-3-10 UNE 2Wire xDSL Loop, and PR-3-03 UNE 2Wire xDSL Line
   Sharing and xDSL Line Splitting orders that require a manual loop qualification
- ? 2 wire xDSL Loop and Line Sharing orders that require a manual loop qualification.
  - -Note: 2-wire xDSL orders that require manual loop qualification have an **R** populated in the *Required* field of the LSR (indicating that a manual loop qualification is required).

For 2Wire Digital, 2Wire xDSL Loop, and 2Wire xDSL Line Sharing, and xDSL Line Splitting only:

Orders missed due to facility reasons.

#### Daridmente Semendes (1988)

PR-3-01, PR-3-06, and PR-3-09 Parity with VZ Retail.

PR-3-03: UNE 2Wire xDSL Line Sharing and UNE xDSL Line Splitting: 95% within the lesser of three (3) business days OR Parity with VADI

PR-3-08: Hot Cut Loop: 95%

PR-3-10 and PR-3-11: UNE 2Wire xDSL Loops: 95%

Refer to the Verizon web-site documented in Appendix L for information on specific products and services. http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation for information on specific products and services. After accessing this web-site, scroll down to the heading Product Interval Guide and select Resale, UNE, or UNE-P to obtain the interval guide for the desired product group. PR-3-10 and PR-3-11 (xDSL Loops) 95%

PR-3-03 (xDSL Line sharing)-Parity with VADI

# Report Dimensions

#### Company:

- VZ Retail
- CLEC Aggregate
- CLEC Specific

### Geography:

POTS: Vermont

# State of Vermont Carrier-to-Carrier Guidelines Performance Standards and Reports

Verizon Reports

January 11, 2002

# Retail Analog Compare Table

The table below illustrates the retail compare group for the Provisioning and Maintenance metrics.

	Wholesale Service	Retail Analog
Provisioning metrics -	Resale POTS - Residence	Retail POTS - Residence
ALL where parity is standard	Resale POTS - Business	Retail POTS - Business
Exceptions Noted below:		Retail POTS - Total
	Resale 2 Wire Digital Services	Retail ISDN (2 wire digital)
	UNE Platform	Retail POTS - Total
	UNE POTS-Other	Retail POTS - Total
	UNE Loop	Retail POTS - Total
	UNE 2 Wire Digital Loop	Retail ISDN (2 wire digital)
	UNE 2 wire xDSL Loop	VADI Line Sharing
	UNE DSL Line Share	VADI Line Sharing
	UNE DSL Line Splitting	VADI Line Sharing
	Resale DS0	Retail DS0
	Resale DS1	Retail DS1
	Resale DS3	Retail DS3
	UNE DS0	Retail DS0
	UNE DS1	Retail DS1 ¹
	UNE DS3	Retail DS3
	UNE IOF	Retail DS3
	UNE EEL – Back bone	Retail DS1 1
	UNE EEL – Loop	Retail DS1
	UNE EEL _	Retail DS1 ¹
	Interconnection Trunks	IXC Feature Group D Trunks
	Specials – Total	Retail Specials - Total
Exceptions for provisioning:		5 . 4 6
PR-4-02	UNE 2 wire xDSL Loop	Retail Specials DS0
PR-6	UNE 2 wire xDSL Loop	Retail POTS - Dispatched
PR-6	UNE 2 wire Digital	Retail POTS - Dispatched
PR-8	UNE 2 wire xDSL Loop	Retail Specials DS0
Maintenance Measures:	Resale POTS – Residence	Retail POTS - Residence
ALL where parity is standard		Retail POTS - Business
	Resale POTS – Total	Retail POTS – Total (Business and Residence)
	Resale 2 Wire Digital Services	Retail ISDN (2 wire digital)
	UNE Platform - Total	Retail POTS – Total (Business and Residence)
	UNE Platform – Residence UNE Platform – Business	Retail POTS – Residence Retail POTS – Business
		Retail POTS - Business Retail POTS - Total (Business and Residence)
	UNE Loop UNE 2 Wire Digital Loop	Retail POTS - Total (ALL)
	UNE 2 wire xDSL Loop	Retail POTS - Total (ALL)
	•	VADI Line Sharing
ĺ	UNE DSL Line Share UNE DSL Line Splitting	VADI Line Sharing VADI Line Sharing
	Resale Specials DS0 & below	Retail Specials DS0 & below
	Resale Specials DS1 & above	Retail Specials DS1 & above
	UNE Specials DS0 & below	Retail Specials DS1 & above
	UNE Specials DS1 & above	Retail Specials DS1 & above
	Interconnection Trunks	IXC Feature Group D Trunks
	Interconnection Huma	INO F Catalo Croup D. Harins

⁰ Retail DS1 should exclude feature changes on PRI ISDN (no dispatch)

#### : Prineflor

## PR-1 Average Interval Offered

#### Daimilon

This metric measures the average interval offered for completed and cancelled orders. For POTS and Specials, the Average Interval Offered is also known as the Average Appointed Interval. The average number of business days between order application date and committed due date (appointment date). The application date is the date that a valid service request is received. Note: Orders received after 5:00PM are counted as received the next business day.

Complex Orders include: 2-Wire Digital Services (ISDN) and 2-Wire xDSL Loops and 2-Wire xDSL Line Sharing and UNE Line Splitting.

Specials Orders include: All Designed circuits, 4-Wire circuits (including Primary rate ISDN and 4-Wire xDSL services), all DS0, DS1, and DS3 circuits. EEL and IOF are reported separately.

Trunks: The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and DD committed to from FOC. Measures service orders completed between the measured dates.

#### Notes:

- (1) The offered intervals for cancelled orders are counted in the month during which the cancellation occurs.
- (2) Sub-metrics reported according to line size groupings will be based on the total lines in the orders.

# ExclusionS²

- VZ Test Orders.
- Orders where customers request a due date (DD) that is beyond the standard available appointment interval. (X Appointment Code¹⁷).
- · Verizon Administrative orders.
- Orders with invalid intervals (e.g. Negative intervals or intervals over 200 business days indicative of typographical error).
- Additional segments (pages or sections on individual orders) on orders (parts of a whole order are included in the whole).
- Retail Suspend for non-payment and associated restore orders.
- Orders that have neither completed nor been cancelled.
- · Orders requiring manual loop qualification.

Note: 2-wire xDSL orders that require manual loop qualification have an **R** populated in the Required field of the LR (indicating that a manual loop qualification is required).

Disconnects are excluded from all sub-metrics except sub-metric PR-1-12 which measures disconnects.

# Paromenca Semieros

PR-1-01 through PR-1-09 and PR-1-12 (except for UNE 1-01 and 1-02 2Wire xDSL Loops, UNE DSL Line Sharing and UNE DSL Line splitting): Parity with VZ Retail.

PR-1-01 and PR-1-02 UNE 2Wire xDSL Loops: No standard

PR-1-01 and 1-02 UNE xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI

The published interval for one (1) to five (5) xDSL loops is six (6) business days (pre-qualified)

Refer to the Verizon web-site <a href="http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation">http://128.11.40.241/east/wholesale/resources.htm#Collocation</a> for specific intervals offered for products and services. After accessing this web-site, scroll down to the heading Product Interval Guides, and select Resale, UNE, or UNE-P to obtain the interval guide for the desired product group.

¹⁷ Orders that are or should be X appointment coded. Effective 2/00, VZ will automate appointment coding when orders are received via LSOG4. CLECs that are not using LSOG4 are responsible to perform the X coding.

#### Finalism

### PR-3 Completed within Specified Number of Days (1-5 Lines)

#### **เ**ปลุ่มสากสิก

This metric measures the percent of POTS orders with five (5) or fewer lines completed in specified number (by metric) of business days, between application and work completion dates. The application date is the date (day zero (0)) that a valid service request is received. **Note:** Orders received after 5:00PM are counted as received the next business day.

#### 

- VZ Test Orders.
- · Disconnect Orders.
- Orders where customers request a DD beyond the standard available appointment interval. (X
  Appointment Code).
- · Verizon Administrative orders.
- Orders with invalid intervals (e.g. Negative Intervals or intervals over 200 business days indicative of typographical error).
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are not complete. (Orders are included in the month that they are complete).
- Suspend for non-payment and associated restore orders.
- Orders completed late due to any end-user or CLEC caused delay.
- Coordinated cut-over Unbundled Network Elements such as loops or number portability orders.
- For sub-metrics PR-3-03 and PR-3-10 UNE 2Wire xDSL Loop, and PR-3-03 UNE 2Wire xDSL Line Sharing and xDSL Line Splitting orders that require a manual loop qualification

Note: 2-wire xDSL orders that require manual loop qualification have an R populated in the Required field of the LSR (indicating that a manual loop qualification is required).

For 2Wire Digital, 2Wire xDSL Loop, 2Wire xDSL Line Sharing, and xDSL Line Splitting only:

Orders missed due to facility reasons.

### Pariomenes Semisaria

PR-3-01, PR-3-06, and PR-3-09 Parity with VZ Retail.

PR-3-03: UNE 2Wire xDSL Line Sharing and UNE xDSL Line Splitting: 95% within the lesser of three (3) business days OR Parity with VADI

PR-3-08: Hot Cut Loop: 95%

PR-3-10 and PR-3-11: UNE 2Wire xDSL Loops: 95%

Refer to the Verizon web-site http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation for information on specific products and services. After accessing this web-site, scroll down to the heading Product Interval Guide and select Resale, UNE, or UNE-P to obtain the interval guide for the desired product group.

### Report Dimensions

C	nupany.
•	VZ Retail
•	CLEC Aggregate
•	CLEC Specific

Geography:

Vermont

Verizon Vermont January 11, 2002

#### Principle.

### **PR-6 Installation Quality**

#### Definition

This metric measures the percent of lines/circuits/trunks installed where a reported trouble was found in the network within 30 days of order completion.

Note: For POTS services, the percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days. This includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). Disposition Code 05 includes translation troubles closed via STARMEM automatically by CLEC. Source: NORD

#### Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.

#### ខ្មាត់ការទេ

Company:

Installation Troubles (within seven (7) or 30 days) with Disposition Codes 03, 04 and 05 divided by Lines completed multiplied by 100

Geography:

### Performance Standard:

PR-6-01: Parity with VZ Retail For Found Troubles

PR-6-02 UNE POTS Loop Hot Cut: % Installation Troubles Reported within seven (7) Days: 2%

PR-6-03: No standard

PR-6-01: UNE 2Wire xDSL Line Sharing and xDSL Line Splitting: Parity with VADI

#### VZ Retail Vermont **CLEC** Aggregate **CLEC Specific** SubMember PR-6-01 % Installation Troubles reported within 30 Days The percent of lines/circuits/trunks installed where a reported trouble was found in Description Verizon's network within 30 days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). **Products** Resale: UNE: Trunks: **POTS** POTS - Loop **CLEC Trunks** 2 wire digital Platform services (ISDN) 2-Wire Digital Loops. Specials 2-Wire xDSL Loops 2-Wire xDSL - Line Sharing. xDSL Line Splitting Specials Calculation Numerator Denominator Number of Central Office and outside plant Total Lines installed in calendar month. loop (Disposition Codes 03, 04 and 05) troubles with installation activity within 30 days of trouble report.